



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:

Lundy Lewis

Serial No:

09/577,232

Filed:

May 23, 2000

For:

METHOD AND APPARATUS FOR SERVICE ANALYSIS IN

SERVICE LEVEL MANAGEMENT (SLM)

Assistant Commissioner for Patents Washington, D.C. 20231

Transmitted herewith is/are the following document(s):

[[X] 21 Sheets of Formal Drawings

[X] Second Preliminary Amendment

[X] Notice To File Missing Parts

[X] Declaration

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

Enclosed is a check in the amount of \$130.00 for the fee for filing missing parts. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

MEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE ADDRESSED TO ASSISTANT COMMISSIONER FOR PATENTS, WASHINGTON, OC 20221

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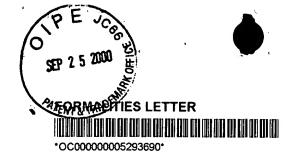
Therese A. Hendricks Registration No. 30,389

Wolf, Greenfield & Sacks, P.C.

600 Atlantic Avenue Boston, MA 02210 Tel. (617)720-3500

Docket No. C0441/7166 Dated: September 18, 2000

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UNITED STATES DEPARTMENT OF COMMERCE Patent and Trademark Office

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Lundy Lewis

C0441/7166 (TAH)

Therese A Hendricks Wolf Greenfield & Sacks PC 600 Atlantic Avenue Boston, MA 02210



Date Mailed: 08/03/2000

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
 A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.

• The balance due by applicant is \$ 130.

A copy of this notice MUST be returned with the reply.

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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